

# **Service Area Plan**

## ***Department of Social Services***

### ***Protective Services Programs Administration (45103)***

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## **Service Area Background Information**

### **Service Area Description**

The Division of Family Services is composed of units dedicated to children and families: Adoptions, Adult Services, Child Protective Services, Office of Family Violence, Newcomer Services and Foster Care/Family Preservation. The division's programs are designed to address those who are most in need. We balance the role of providing effective intervention, when necessary, and emphasizing personal responsibility with ensuring the safety, stability and well being for the most vulnerable of our populations. The programs of the Department of Social Services are state supervised and locally administered. The division programs operated at the local level may include Adoptions, Adult Services, Adult Protective Services, Auxiliary Grants, Child Abuse and Neglect Toll-Free Hotline, Child Protective Services, Domestic Violence, Foster Care, Independent Living for Foster Care Youth, Safe and Stable Families. The state administered services include the Central Registry, Interstate Adoptions and the Virginia Caregivers' Grant Program.

### **Service Area Alignment to Missio**

The Department of Family Services supports the Virginia Department of Social Services mission, People working together to promote safety, permanency, and well-being for the children, families, and individuals that we serve.

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#### **Service Area Statutory Authority**

Title IV-B of the Social Security Act requires federal expenditures for State public child welfare agencies in establishing, extending and strengthening child welfare services.

The Code of Virginia provides statutory authority for the provision of all Foster Care Program activities through the following Titles, Chapters and Sections: Title 63.2, Chapters 1, 2 and 3 - General provisions, State Social Services and Local Boards of Social Services; §63.2-410 - State pool of funds under the Comprehensive Services Act; 63.2 Chapter 9 - Foster Care; Title 63.2 Chapter 11 - Implementation of the Interstate Compact on the Placement of Children; 63.2-1509 - Failure to report; Title 16.1 §§16.1-251; 16.1-252, 16.1-277.01, 16.1-277.02, 16.1-278.2, 16.2-278.3, 16.1-278.4, 16.1-281, 16.1-282, 16.1-282.1, 16.1-283. Title 22.1 §22.1-287.D.3 - Limitation on access to records.

Child Abuse Prevention and Treatment Act, as amended, 42 U.S.C. 5101 et seq; 42 U.S.C. 5116 et seq. provides grants to States for the purpose of assisting States in developing, establishing, and operating programs designed to improve the handling of child abuse and neglect cases, including child sexual abuse, child fatalities, and children with disabilities.

Title II - Community-Based Grants for the Prevention of Child Abuse and Neglect, 42 U.S.C 5116 provides funding to support community-based efforts to develop, operate, expand, enhance, and, where appropriate to network, initiatives aimed at the prevention of child abuse and neglect, and to support networks of coordinated resources and activities to better strengthen and support families to reduce the likelihood of abuse and neglect.

The Victims of Crime Act of 1984, P.L. 98-473 provides federal funds to States for the purpose of assisting victims of crime. The Department of Social Services administers the child abuse victim services portion of these funds through an inter-agency agreement with the Department of Criminal Justice Services.

Chapter 15, Article 1, of the Code of Virginia: governs the Child Protective Services Program

22VAC40-700-10 et seq. Child Protective Services Central Registry Information

22VAC40-260-20. Subsidy. Adoption Assistance shall be executed by the agency or child placing agency for all children who have been determined eligible for subsidy.

22VAC40-240-20: Responsibilities of the agency in juvenile court proceeding for parental placement adoptions: includes conducting home studies, providing reports to court, and reporting illegal activities to the Commissioner.

22VAC40-250-20. The Adoption Resource Exchange of Virginia: the purpose of the Adoption Resource Exchange of Virginia is to increase opportunities for children to be adopted by providing services to agencies having custody of these children.

Code of Federal Regulations 45 Public Welfare, Chapter IV, Parts 400 & 401. The federal Office of Refugee Resettlement gives the Governor or his designee the authority to delegate responsibility for the administration of the Virginia Refugee Resettlement Program to the State Refugee Coordinator.

63.2-1605 - Protective Services for Aged and Incapacitated Adults: Authorizes provision of protective services to persons 60 years of age and older and to incapacitated persons 18 years of age and older.

63.2-1601 - Authority to Provide Adult Foster Home Services

63.2-1600 - Homemaker, Companion, or Chore Services

37.1-98 - Discharge, Conditional Release, and Convalescent Status of Patients

37.1-197 - Community Services Board; Powers and Duties

37.1-197.1 - Prescription Team

2.7-708 - Coordination of Local Long-Term Care Services

32.1-330 - Preadmission Screening Required

63.2-800 - Auxiliary Grants (AG). .

63.2-1804 - Uniform Assessment Instrument.

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#### **Service Area Customer Base**

Customer(s)	Served	Potential
Business	0	0
Children and families	84,460	0
Community Action Agencies	3	80
Employees	962	1,650
Faith Based Organizations	336	1
Federal agencies	6	3
General Public	4,025	0
Local Departments of Social Services	120	120
Low income individuals and families	6,637	0
Media	50	0
Non-custodial parents	25	0
Non-profits	77	103
Policy Makers	300	0
Providers	779	
State and local government	260	0
Vulnerable adults	300	0

#### **Service Area Partners**

**Community Action Agencies**

**Local Departments of Social Services**

**State agencies**

**Virginia Institute for Social Services Training Activities (VISSTA)**

**Volunteer Organizations**

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#### **Service Area Products and Services**

- Support of organizations serving communities
- Recruitment of volunteers and training on management of volunteers
- Services to promote family stability
- Services to protect vulnerable adults
- Economic assistance to low income families/individuals or nutrition, child care, health care eligibility, and financial assistance to low income families/individuals
- Financial support for children
- Services that promote sufficiency
- Services to protect children
- Services to ensure that children have permanent homes
- Support Services (i.e. HR, IS, etc.)
- Photo-listing books of children waiting for adoption
- Photo-listing books of approved adoptive families
- Display boards for recruitment
- Brochures and pamphlets on Family Services Services
- Update recruitment brochures
- Contracts with private child placing agencies and community organizations to provide a full array of adoption services.
- Annual newsletters
- Handbook for attorneys on Virginia's adoption laws
- Refugee Elderly Assistance Program (REAP): interpretation & translation; health screenings and workshops; citizenship preparation; English language training; and employment training.
- Independent Living training for Local departments of social services staff
- Training professionals in kinship care
- Training kinship care providers

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#### Factors Impacting Service Area Products and Services

With a significantly increased population of vulnerable adults and growing demand for adult services and adult protective services, more social workers, institutional and home care workers. More regional and state supervisory staff will also be needed. A large percentage of recent refugee arrivals to the United States more training of workers and staff members will be required. More training materials and public education materials and programs will be needed. These situations may require revised services and products for the customer base.

The factors impacting products and services for older youth include the lack of adequate funding and resources for providing independent living services and the lack of community support and involvement with these young people. These are especially critical components of helping older youth successfully transition to adulthood given the nationwide trend of increased numbers of youth over age 13 entering the foster care system and exiting to independent living situations.

The majority of children in foster care with the goal of adoption are children with special needs and will require state and federal funds for adoption assistance. As the number of children achieving adoption increases, it can be expected that expenditures for adoption assistance will increase.

Funding for prevention and in-home services to prevent foster care placement is inadequate, resulting in children entering the foster care system solely to receive needed mental health and physical health treatment. Virginia law does not mandate that prevention services be provided in order to prevent the possibility of placement in foster care placement. Foster care placement is more expensive than in-home prevention services. The lack of adequate funding for prevention services therefore places a greater financial burden on the citizens of the Commonwealth to fund sometimes unnecessary foster care placements. It is foreseeable Federal funding could be reduced in fiscal year 2006 for Family Services programs.

#### Anticipated Changes To Service Area Products and Service

A new Adult Protective Services web-based case management system will come on line in 2005, which should make case management and reporting more efficient and provide easier access to case information for VDSS and LDSS supervisors and managers. The completion of the OASIS, the child welfare system is scheduled for 2007. Complete development of the Office of Newcomer Services Virginia Refugee Resettlement Program information system.

#### Service Area Financial Summary

Funding for Protective Services Programs Administration comes from general funds (27.7%) and federal funds (72.3%). The federal funds come from various sources including Title IV-B Part I (Child Welfare Services), and Title IV-E Foster Care, and the Social Services Block Grant (SSBG).

	<u>Fiscal Year 2007</u>		<u>Fiscal Year 2008</u>	
	General Fund	Nongeneral Fund	General Fund	Nongeneral Fund
<b>Base Budget</b>	\$1,592,656	\$4,166,099	\$1,592,656	\$4,166,099
<b>Changes To Base</b>	\$97,174	\$198,544	\$97,174	\$198,544
<b>SERVICE AREA TOTAL</b>	<b>\$1,689,830</b>	<b>\$4,364,643</b>	<b>\$1,689,830</b>	<b>\$4,364,643</b>

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## Service Area Objectives, Measures, and Strategies

### Objective 45103.01

#### ***Improve budget management within the division***

Numerous contracts are maintained within the division to support the needs of children and adults.

#### **This Objective Supports the Following Agency Goals:**

- Become a learning organization capable of accomplishing the system's mission  
(The achievement of this objective will help reduce state administrative cost and it is aligned with Goal 6.2.1. of the VDSSS Strategic Plan and the objective "be recognized as the best-managed state in the nation.)

#### **This Objective Has The Following Measure(s):**

- **Measure 45103.01.01**

***The individual spending within program areas are aligned with budget.***

**Measure Type:** Outcome

**Measure Frequency:** Quarterly

**Measure Baseline:** Division Baseline budget for each fiscal year.

**Measure Target:** Maintain a plus or minus of 5% within the budget goal each year

**Measure Source and Calculation:**

Financial reports

#### **Objective 45103.01 Has the Following Strategies:**

- Provide budget education to management staff
- Development of operational policy within the division
- Review financial budget reports with Managers monthly

### Objective 45103.02

#### ***Realign program staff to support program needs of local DSS***

Review the operations of the division to deliver quality customer services and support the needs of children and adults.

#### **This Objective Supports the Following Agency Goals:**

- Become a learning organization capable of accomplishing the system's mission  
(The achievement of this objective will help increase customer awareness and satisfaction with the services provided by the Division of family services. This objective is aligned with Goal 4.1 of the VDSSS Strategic Plan and the objective "be recognized as the best-managed state in the nation..)

#### **This Objective Has The Following Measure(s):**

- **Measure 45103.02.02**

***Number of complaints received and processed accurately.***

**Measure Type:** Output

**Measure Frequency:** Quarterly

**Measure Baseline:** New measure, baseline data not available. Baseline will be established using FY06 data.

**Measure Target:** Specific target will be determined once baseline is established.

**Measure Source and Calculation:**

Reports

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#### **Objective 45103.02 Has the Following Strategies:**

- Provide additional education to management staff
- Update operational policy manuals within the division
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